

# Nebraska Medicaid: Pharmacy Network

Overview

07/22/2016

## Pharmacy Benefit Manager (PBM)



- WellCare contracts with CVS Caremark to provide PBM Services and meet all contractual pharmacy network and access requirements. CVS Caremark maintains a comprehensive network of pharmacies to ensure pharmacy services are available and accessible to all members.
- CVS Caremark manages pharmacy networks by recruiting and credentialing pharmacies, monitoring pharmacies for quality and customer service, auditing pharmacy records, and providing technical support to pharmacies and pharmacists.
- WellCare manages the PBM relationship closely ensuring compliance with all state requirements and provides member customer service and a pharmacy helpdesk to answer pharmacy benefit inquires.

## Pharmacy Network Contracting



CVS Caremark contracts with the pharmacies on behalf of WellCare/Heritage Health.

- A separate addendum is required per state regulation. Please sign and return the addenda to CVS Caremark.
- Independent Pharmacies (including PSAO's) will be contracted with the \$4.45 dispensing fee. Chain Pharmacy (those pharmacies with more than 6 pharmacies) will be contracted at the current CVS national reimbursement rates
- No transaction fees per state contract.
- Contract requests were sent on July 8, 2016. If an agreement was not received, please call 866-488-4708.

## Pharmacy Network Inquires



Who to contact at CVS Caremark for a network agreement:

- Chain Pharmacies: Please contact your chain Headquarters.
- Independent Pharmacies enrolled in a PSAO: Please contact your PSAO.
- Independent Pharmacies: Please contact CVS Caremark Network Services at 866-488-4708.

## Pharmacy Claims Processing



Claims will be submitted to CVS Caremark for processing

Processing Information

RXBIN: 004336

RXPCN: MCAIDADV

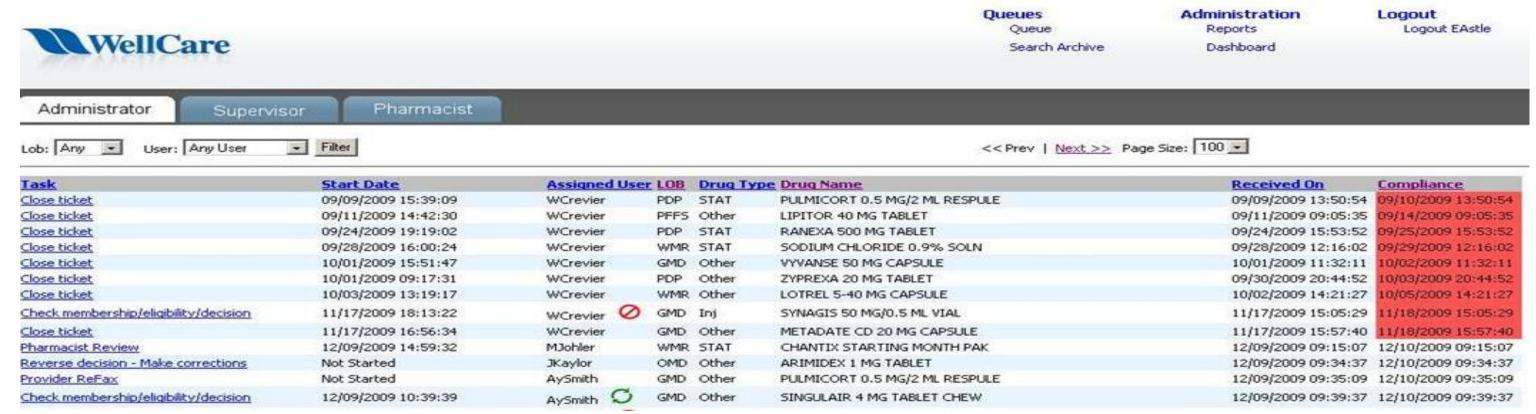
• RXGRP: RX8896

 Payer Sheets: For additional claim processing information, refer to the CVS Caremark Payer Sheets at <a href="https://www.caremark.com/pharminfo">www.caremark.com/pharminfo</a>

#### **Wellcare PDL/Prior Authorization Process**



In house customized system provides state of art DER workflow process management



- DER Decision Tools further ensure accurate and consistent review and decision making
- Decision tools allow for the immediate implementation of any formulary or protocol changes.
- Associates walk through a series of Yes or No questions to receive a final, suggested approval or denial decision.
- Created and developed based on state PDL and criteria from the state for all utilization management tools.
- WellCare has experience following state PDL's and criteria.

## **Specialty Pharmacy**



### Specialty Pharmacy

- WellCare currently has a specialty pharmacy (Exactus) to help fill the needs for those patients that need a higher level of care.
- Exactus and CVS/Caremark have access to additional drugs that are not available to most retail pharmacies
- If they are not available to either Exactus or CVS Specialty pharmacy,
  WellCare will coordinate care with other specialty pharmacies to make sure the patient's get their medication
- Both Exactus and CVS Specialty Pharmacy are accredited by URAC to make sure that patients get care management for their specialty needs.

# Medication Therapy Management (MTM)



- WellCare's Medication Therapy Management Program, The Healthy Living Program, was developed in cooperation with licensed practicing pharmacists and physicians.
- Purpose of the Program?
  - Proactively identify those at high risk for drug therapy problems
  - Prevent drug therapy problems from occurring
    - Examples of potential drug therapy problems include:
      - Side Effects
      - Drug-drug Interactions
      - Drug-disease Interactions
      - Duplications of Therapy
      - Insufficient/Excessive Dosage
      - Adherence issues
  - This is accomplished through a proven combination of person-centered interventions targeted at prescribers, pharmacists, members, and other health care professionals
  - Our goal is to help members live healthier, feel better, and take active control of their health

## Additional Issues



- Currently WellCare allows our members to get some of their DME through the pharmacy (blood glucose accessories, etc.).
- Currently WellCare provides Mail order pharmacy only for members who can provide a reason for this service. We prefer the members to work with pharmacies/pharmacists for their care.